

EXHIBIT 1620-1

CASE MANAGEMENT TIMEFRAMES

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| INITIAL CONTACT/VISIT | TIMEFRAME |
|--|---|
| Initial Contact (CM or designee) | Within 7 business days of enrollment |
| Initial on-site visit (non-Vent Dependent) | Within 12 business days of enrollment |
| Initial on-site (Vent Dependent) | Within 7 business days of enrollment |
| Initial service start-up (non-Vent Dependent) | Within 30 days of enrollment |
| Initial service start-up (Vent Dependent) | Within 12 business days of enrollment |
| CASE FILE UPDATES | TIMEFRAME |
| Initial CES | Prior to placement/services |
| Initial CES, when services in place at enrollment | Within 12 business days of enrollment |
| CES update | Prior to placement change to HCBS and at least once a year for all HCBS members, and when changes of services increases % to > 100% |
| CES when no discharge potential | No updates required, CES will reflect “NONE” |
| CATS ENTRIES | TIMEFRAMES |
| CES/CA160 | Within 14 business days of date of action |
| Placement/CA161 | Within 14 business days of date of action |
| Service Plan/CA165 (Tribal only) | Within 14 business days of date of action |
| REASSESSMENT VISITS (Includes service plan review and signature) | TIMEFRAMES |
| HCBS member | At least every 90 days |
| NF member | At least every 180 days |
| Ventilator Dependent members | At least every 90 or 180 days depending on placement as above (HCBS or NF) |
| Hospice members | At least every 90 days (every 90 or 180 days depending on placement beginning 10/2000) |
| Acute Care Only members – may be phone contact but on-site visit required at least once a year | <ul style="list-style-type: none"> ▪ At least every 90 days for home based members ▪ At least every 180 days for institutionalized members* |
| DD members 12 years or older residing in a group home, unless the member is medically involved or seriously mentally ill/severely emotionally disabled (SMI/SED) | At least every 180 days* |

*The “Next Review Date” on the CA161/Placement Maintenance screen in CATS will be calculated at 90 days for these members.